



CIVIL RIGHTS COMPLIANCE REVIEW CORRECTIVE ACTION PLAN

SIERRA COUNTY HUMAN SERVICES

Department of Social Services

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I. DISSEMINATION OF INFORMATION

A. USE OF CDSS PAMPHLET YOUR RIGHTS UNDER CALIFORNIA WELFARE PROGRAMS

Staff have been informed that they must distribute the pamphlets at annual review, as well as at intake. Files will be subject to first and second level reviews to assure that distribution of Publication 13 is documented in the client file.

II. FACILITY ACCESSIBILITY: LOYALTON

A. PARKING

Three parking spaces at the Loyalton facility have been dedicated to creation of one accessible parking space that meets all requirements and resolves all findings in this section. This project will be fully complete by November 28, 2009. Cement has been poured to provide a continuous surface, not interrupted by steps or abrupt changes.

B. MAIN ENTRANCE

The front door pressure has been significantly reduced. Sierra County is seeking to locate and procure a tool to measure current pressure.

C. LOBBY SERVICE COUNTER

Plans have been developed to remodel the reception area in order to meet noted deficiencies. This remodel will be complete by November 28, 2009.

D. RESTROOMS

The front door pressure has been significantly reduced. Sierra County is seeking to locate and procure a tool to measure current pressure.

III. FACILITY ACCESSIBILITY: DOWNIEVILLE

A. PARKING

Restructuring was initiated to resolve this issue. In the process, it was discovered that the location of the septic system was prohibitive to the planned reconstruction. A new plan is being developed and this issue will be resolved by December 31, 2009. Currently, there is no Receptionist or staff located in the Downieville office and services are provided in Loyalton.

B. RESTROOMS

The table that partially blocked accessibility has been removed.

IV. PROVISION FOR SERVICES

A. USE OF A MINOR INTERPRETER

The manager that completed the Program Manager Survey is now completely educated on this requirement. There is no known history of a minor being used as a translator. Care will be taken to assure that appropriate interpreter services are available.

V. DOCUMENTATION OF CASE RECORDS

A. DOCUMENTATION WHEN CLIENT PROVIDES INTERPRETER

A second level review of all files has been implemented to assure that all requirements are met and related documentation is in case files.

B. DOCUMENTATION OF INTERPRETER CONFIDENTIALITY STATEMENT

This requirement will be incorporated into an upcoming revision of Sierra County's Privacy and Information Security Policies and Procedures. Staff will be reminded of this requirement during the annual Division 21 training and during an annual training on confidentiality requirements.

Staff have been informed of this requirement and compliance is being monitored through ongoing file reviews.

C. DOCUMENTATION OF OFFER OF TRANSLATED MATERIAL

Staff have been retrained to this requirement and compliance is now being monitored through first and second level reviews.